

# Retail Pathways

Partnerships for a Skilled Workforce, Inc.



## Application Package

RETAIL PATHWAYS WILL OPEN THE DOOR

- Free customer service training developed by retailers
- Certification from the National Retail Federation
- Direct Connection to jobs at the retail sponsors

Customer Service and Sales Training

Move your career forward Act **NOW!**

# Retail Pathways

## Partnerships for a Skilled Workforce, Inc.

Partnerships for a Skilled Workforce is offering a **FREE** 90-hour Customer Service Training program developed by retailers. By completing this application, you are applying to a 90-hour training program.

During this training program developed by retailers, you may earn a certification from the National Retail Federation upon successful completion of an online exam. You will receive direct connection to jobs and hiring managers at retail sponsors.

Positions available include: Retail Sales Associate, Merchandise Coordinator, Clerk, Cashier, Delivery Driver, Customer Service Representative, Customer Accounts Advisor and Sales Clerk. Starting wages are based on employer location, experience, and position. The current wage range is \$11-\$15/hour.

### Benefits of the training program for graduates

- Free training [\$3800.00 value] - launch your career or make a career transition with no debt
- Opportunity to achieve Customer Service and Sales certification
- Positioning as a “better qualified, more desirable” candidate for current retail jobs
- Better prepared to take advantage of leadership and promotional opportunities
- Direct connection to hiring managers
- Improved wages and benefits
- Mentoring and career advancement opportunities
- Ability to open the door to a career in one of the largest growth industries

Submitting an application to the program is the first step. Applicants who submit a complete application for the Customer Service and Sales training program will be scheduled for a personal interview.

Class size is limited. Students for the training program will be selected based on interest in a retail career, application, personal interview and program requirements.

Applicants for the program with questions may contact:

Cindy Key  
Program Manager  
Email: [ckey@pswinc.org](mailto:ckey@pswinc.org)  
Phone: 508.281.6910, ext. 9

### Program Requirements:

- Genuine interest in a retail career, interested in promotion and leadership opportunities
- Able and willing to work a flexible schedule including weekends, day and evening hours
- Reliable transportation & child/family care
- Able and committed to attending class as scheduled
- Unemployed, or working part-time and **not** currently working in the retail industry
- Apply and interview for a job at the end of the training course
- Responsible, conscientious, prompt, respectful, motivated, hardworking
- Eager to learn on the job
- Interested in promotion and leadership opportunities
- Able and willing to study and take an online exam administered at the end of the course
- Able to pass CORI/SORI/drug screen if required by the employer
- Authorization to work in the United States

Partnerships for a Skilled Workforce Retail Pathways Program is a **FREE** 90-hour Customer Service Training program established to assist individuals with an interest in a retail career gain a National Retail Federation Customer Service certification and access to job opportunities in the retail industry in the Metro Southwest Region\* of Massachusetts.

\* Metro/Southwest Region serves 43 communities: Acton, Ashland, Bellingham, Bedford, Boxborough, Brookline, Canton, Carlisle, Concord, Dedham, Dover, Foxborough, Framingham, Franklin, Holliston, Hopkinton, Hudson, Lexington, Lincoln, Littleton, Marlborough Maynard, Medfield, Medway, Millis, Natick, Needham, Newton, Norfolk, Norwood, Plainville, Sharon, Sherborn, Southborough, Stow, Sudbury, Walpole, Waltham, Wayland, Wellesley, Weston, Westwood, Wrentham

# Retail Pathways Student Application

Print Clearly

## CONTACT INFORMATION

\_\_\_\_\_  
LAST NAME

\_\_\_\_\_  
FIRST NAME

\_\_\_\_\_  
STREET ADDRESS

\_\_\_\_\_  
CITY

\_\_\_\_\_  
STATE

\_\_\_\_\_  
ZIP CODE

\_\_\_\_\_  
EMAIL ADDRESS

\_\_\_\_\_  
BEST PHONE NUMBER TO REACH YOU

\_\_\_\_\_  
ALTERNATE or 2<sup>nd</sup> PHONE NUMBER TO REACH YOU

## LAST or CURRENT EMPLOYMENT INFORMATION

\_\_\_\_\_  
EMPLOYER

\_\_\_\_\_  
CITY OR TOWN

\_\_\_\_\_  
JOB TITLE

\_\_\_\_\_  
START DATE to \_\_\_\_\_  
- END DATE

## RETAIL CAREER GOAL

What is the best way to contact you?  home phone  cell phone  text cell phone  email

Best day/time of day to reach you: \_\_\_\_\_

What is the best time of day for you to attend a personal interview?  morning  afternoon

What is your current employment status?  EMPLOYED  UNEMPLOYED Are you receiving Unemployment Benefits? \_\_\_\_\_

If unemployed, how many weeks have you been unemployed during the last year? \_\_\_\_\_

### **EDUCATION**

High School Diploma  GED/HiSet  Neither Diploma nor GED/HiSet  Some College  College Degree

Primary Language \_\_\_\_\_ Do you speak additional languages?  Yes  No If, yes list language(s) \_\_\_\_\_

### **Interview: Section One**

Are you currently working for a retailer?

Yes  No

Do you have reliable transportation to get to and from classes and work?

Yes  No

Are you able to work nights and weekends?

Yes  No

Are you legally able to work in the United States?

Yes  No

Are you able to attend the approximately three-week training program, 6 hours per day?

Yes  No

Will you be able to pass a criminal background check (CORI)? If not, please explain.

Yes  No

How did you learn about Retail Pathways?

**Staff Only** Please Print

Referral Staff Name:

Referral Partner/Organization:

Referral Date:

## Interview or Writing Assignment: Section Two

Name of Applicant \_\_\_\_\_

Please limit your answers to 3-5 sentences.

1. What makes you interested in working in retail?
2. Have you ever worked for a retailer before? If so, what did you enjoy about it? What did you like least about it?
3. What personality traits, attributes or skills do you have which will allow you to be successful in the customer service aspect of retail positions?
4. Of the following types of retail employers—grocery store, clothing store, furniture rental and delivery—which would you be most interested in working for, and why? If you are not interested in working in these three types of companies, what companies would you like to work for?
5. What skills do you want to learn/develop during the Retail Pathway training program?

**Technology / Computer Pre-Assessment**

Name of Applicant \_\_\_\_\_

**Retail Pathways** program requires use of technology and of a computer. We recognize that comfort levels with smart phones, software applications, and computers may vary. To better serve our students and provide the supports needed, please indicate your response to the questions below. (Circle or write in your answer.)

Do you have a smart phone?	Yes	No
Do you text using a phone?	Yes	Could use help
How long have you been using a computer?		
Where do you use a computer?	Home	Work Both
Do you own a computer at home?	Yes	No
If you <u>do not</u> have a computer at home, where will you be accessing computer to job search? (Write location in the box to the right.)		
Do you know someone who can help you with the computer?	Yes	No
Can you log on to a computer using name and password?	Yes	Could use help
Are you comfortable using a computer mouse?	Yes	Could use help
Can you enter and access internet/website addresses?	Yes	Could use help
Can you minimize, maximize and close a window?	Yes	Could use help
Can you type a letter using a computer keyboard?	Yes	Could use help
Can you open a document and save it on your computer?	Yes	Could use help
Do you know how to send and receive emails?	Yes	Could use help
Do you know how to attach a document to an email?	Yes	Could use help
Do you use social media such as Facebook, Twitter, or LinkedIn?	Yes	Could use help
Can you set up an online profile and create a smart password?	Yes	Could use help

**Partnerships for a Skilled Workforce**

**Retail Pathways**

**Student Participation Agreement**

I have attached my résumé.

I would like to schedule and will attend a personal selection interview for the Retail Pathways training program.

I understand the course is 6 hours per day, five days per week for 3 to 4 weeks, and I am willing and able to attend daily and participate in all sessions.

If I have an emergency and cannot attend a class session, I will notify my instructor immediately.

If I have difficulty with the coursework or have changes in my life that make course attendance difficult, I will contact the instructor/career coach for help and guidance. I understand that she is committed to my success and wants me to call.

I agree that I will apply to jobs within one week of completing the course.

I understand that the career coach can assist me with any difficulty I may have looking for work and applying for work.

I agree to stay in contact with the career coach and update the career coach when I start work and during the first month of my new position.

I understand on the first day of class I will be asked to complete and sign a student enrollment form.

I verify that I am at least 18 years of age, and if hired I can provide proof of identity and authorization to work in the United States.

Name (Please Print) \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_